(b) if so, what is the number of representations received by Government and other agencies; and

(c) what action has been taken by Government in the matter?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO): (a) Yes, Sir.

(b) Abaut 6 representations have been received by the Government.

(c) The request for electronic exchange at Vasco-de-gama could not be agreed by the Government because the project for installation of ICP type of exchange is in advanced stage of execution at present.

**टेलीफोन निर्देशिकाओं की उपलब्धता**

2622. **श्री विश्वासराव रामराव पाटिल:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि संसद सदस्यों को नई टेलीफान निर्देशिकाएं उपलब्ध करा दी गई हैं ; और

(ख) यदि हां, तो आम टेलीफोन उपभोक्ताओं को ये निर्देशिकाएं उपलब्ध करा दिये जाने की संभवना हैं ?

**संचार मंत्रालय के राज्य मंत्री (श्री गिरिधर गोमांगो) :** (क) जी हां, ।

(ख) दिल्ली के दूसरे उपभोक्ताओं को नई टेलीफोन डायरेक्ट्री का वितरण पहले ही प्रारंभ किया जा चुका है ।

**Hardships of Common Man in dealing with Government Officials**

2629. SHRI PAWAN KUMAR BANSAL: Will the PRIME MINISTER be pleased to state:

(a) whether Government have identified the hardships the commonman suffers at the hands of petty Government officials in his day to day dealings with them; and

(b) if so, what are the details thereof and of the programme initiated, if any, for proper orientation of Government servants?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) and (b) Government is aware of the hardship the common man suffers every now and then in his dealing with petty Government officials and is constantly striving to obviate it. Point 20 of the Twenty Point Programme—1986 aims at a more responsive administration. Towards this end, a large number of steps have been taken. Ministries and Departments of the Central Government, as well as agencies working within their jurisdiction, have taken steps for simplification of rules and procedures with a view to cutting-down avoidable delays and eliminating the scope of harassment for the common man, in making decisions and their implementation. These are also intended to demystify the processes of administration, particularly at the levels which interact directly with the citizen. They have also strengthened their machinery for redressal of public grievances. There is a Grievance Officer for every Ministry and Department. All these offices have a day in the week designated as a meetingless day when senior officers receive and attend to public grievances. Ministries and Departments have also been instructed to ensure that every officer deals with every issue in a fair, objective and just manner.

**Work carried out by National Remote Sensing Agency**

2624. SHRI PAWAN KUMAR BANSAL: Will the PRIME MINISTER be pleased to state:

(a) what is the basic nature of work carried out by National Remote Sensing Agency in Northern India, particularly in Punjab, Haryana and Chandigarh; and

(b) what is the information available on the status of forst cover in this region?

THE MINISTER OF STATE IN THE MINISTRY OF SCIENCE AND TECHNOLOGY AND MINISTER OF STATE